



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
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October 29, 2012

TO: Each Supervisor

FROM: Marvin J. Southard, D.S.W.
Director

SUBJECT: **STATUS REPORT ON THE IMPLEMENTATION OF THE INTEGRATED
BEHAVIORAL HEALTH INFORMATION SYSTEM**

On October 18, 2011, your Board approved the Integrated Behavioral Health Information System (IBHIS or System) Agreement with Netsmart Technologies, Inc., (Netsmart) to provide and implement an Electronic Health Record (EHR) system that will enable the Department of Mental Health (DMH) to meet the federal and state mandates associated with health care reform and to meet County's Strategic Plan goal to achieve a seamless electronic exchange of selected health and human services data across County providers. This report summarizes IBHIS project activity through August 31, 2012. The next report will be provided by November 30, 2012, and report on IBHIS project activity in September 2012 and subsequent reports will be provided quarterly.

ACHIEVED MILESTONES

- County and Netsmart developed project control documents that define the management of project communication, Contractor staffing, and the development of a Detailed Work Plan. The Detailed Work Plan specifies all project activities for the System hosting, application delivery, System configuration, integration with other systems, testing, user training, data conversion, System cutover, and full deployment to all DMH users. The Detailed Work Plan is not a static document because not all actions necessary to implement IBHIS are known at the outset of the project. As decisions are made and more information becomes available about later stages of the project, that new information will be incorporated into the Detailed Work Plan.
- In order to conduct initial implementation work while Netsmart established County's Hosting Environment, Netsmart established an early project development environment to allow both County and Netsmart to begin initial System configuration work.
- Development of the IBHIS Training Plan was completed and Netsmart conducted application configuration software training for business analysts, key Subject Matter Experts (SMEs), and project team leads. They also conducted training for technical staff responsible for report writing, interface development, and System architecture. Netsmart provided a series of demonstrations on the IBHIS configuration approach, timeline, and Netsmart and County roles to the DMH Executive Management Team and IBHIS Project Team in order to enhance DMH's understanding of IBHIS functionality, and facilitate

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subsequent configuration discussions. A continuing concern is identifying adequate training space in time to meet IBHIS project needs. DMH is currently working on options both within the County and outside the County should that become necessary.

- Netsmart held several meetings with DMH staff and representatives from other County departments, to facilitate Netsmart's understanding of DMH business practices and to familiarize staff with IBHIS functionality in preparation for configuration activities. Netsmart also visited several clinics to clarify its understanding of DMH operations in order to enable Netsmart to guide DMH in configuring IBHIS to facilitate, and where possible improve, DMH business processes.
- Netsmart held an in-depth review of functional and technical requirements as set forth in the IBHIS Agreement with DMH staff identified as SMEs. The requirements review and gap analysis sessions assisted DMH in making appropriate decisions about how to configure the System. It will also allow DMH to review and identify software and workflow process gaps requiring further analysis and action during System configuration activities.
- A large number of DMH employees have worked intensively with Netsmart staff through the spring and summer of 2012 to make application configuration decisions in preparation for setting up a first draft of the configured IBHIS. These sessions were very demanding in that there are a huge number of decisions to make and the IBHIS environment is very different from the current DMH Integrated System (IS). These sessions have been productive, but they have taken longer than originally anticipated. At this point, it does not appear that the end date of the project is at risk, but there will almost certainly need to be some adjustments to intermediate steps.
- The DMH Director held a Town Hall Meeting in June 2012 to disseminate information about IBHIS to DMH employees. IBHIS functionality was summarized and employees were told what to expect from the project in terms of their involvement and roughly when to expect it. A question and answer period followed. Responses to all questions were later committed to writing and posted for employees to review on the IBHIS Intranet web site that is available to all DMH employees.
- An IBHIS project web site has been established to facilitate team collaboration and access to key documents.
- The Department established workgroups for data clean up and data conversion planning and execution.
- In order to implement the Netsmart software and deliver the EHR functionality that DMH needs, there are many more projects that must be completed in parallel with the implementation of the core IBHIS software. DMH has established an IBHIS Program Coordinating Committee and appointed a full-time Project Manager for the Committee to assure that everything needed for IBHIS production use will be ready when it is needed. Among the projects being coordinated by this Project Manager is the Contract Provider

Technology Needs Project, which provides Mental Health Services Act (MHSA) funding to Legal Entity Contract Providers to support their preparations for communicating with DMH electronically for claiming, administrative transactions, and exchange of clinical information. DMH also has a team of people working with contract providers that are not Legal Entity providers to guide their transition to electronic data exchange. This work with DMH's Contract Providers is essential to DMH's readiness to fully participate in Health Care Reform in 2014.


The next IBHIS Status Report will be provided in November 30, 2012 and thereafter the reports will be quarterly. The reports will also look different in that they will be the DMH standard Status Report format. The standard format provides a great deal of information in a compact document that will provide details regarding the state of the project without reading pages of text.

If you have any questions or need additional information, please call me at (213) 738-4601, or your staff may contact Robert Greenless, Ph.D., DMH Chief Information Officer, at (213) 251-6481.

MJS:RK:MM:RG

c: Health Deputies
Chief Executive Office
Executive Office, Board of Supervisors
County Counsel
Contracts Development and Administration Division, DMH

REVIEWED BY:


Richard Sanchez
Chief Information Officer

10-30-12
Date